

I am writing to you because just this month I got a bill from Verizon, my wireless co., which was \$20 more than what I expected. I called to find out why that was so, and I was told that it was due to "a computer glitch." Although they were courteous, I was stunned at their cavalier attitude and explanation. Also, please stop hidden phone fees so I can truly compare prices of phone services. I am writing in support of the petition filed by the National Association of State Utility Consumer Advocates and endorsed by other consumer advocacy organizations. CG Docket No. 04-208, Petition for Declaratory Ruling Regarding Truth-In-Billing and Billing Format, is long overdue. Many consumers feel as I do -- annoyed with a long list of new charges and frustrated with trying to compare prices when shopping for telecommunications service. Phone bills should be truthful, easy to read and easy to understand. Instead, the long distance and wireless bills are filled with surc! harges with misleading names that imply the line items are mandated by law, when they are not. Because this practice is tolerated by the FCC, long distance and wireless phone companies are able to hide the true cost of service. These add-ons make the advertised price of service significantly less than the amount of the check I have to write each month to pay the bill. Competition will not work if consumers cannot accurately compare prices. Many states are stepping up to address this problem. They should be allowed to proceed. However, the FCC shouldn't shirk its responsibility, nor limit states in doing more. The FCC should immediately grant the NASUCA petition to investigate billing practices, and prohibit phone and wireless companies from imposing separate monthly fees, line items or surcharges unless expressly mandated by law or the charge is expressly authorized by a governmental authority.